



**MED e-care**

*Your Care, Our Mission*

CASE STUDY





# PrimeLife's Statistics

- 60 residential and nursing care homes across the UK.
- Headquarters in Oadby, Leicester, established in 1984 (40 years old this year).
- Approximately 2,700 staff, with around 2,600 delivering care.
- Approximately 3,000 residents.
- Services for both Local Authority and private clients.
- Supports both adults and elderly individuals:
  - Inclusive of mental health support, including trauma.
  - Drug and alcohol rehabilitation services.
  - Hospital discharge support.
  - Respite care.
  - Learning disabilities support.
  - Dementia care.
  - Physical disabilities support.
  - Additional complex care needs.





# PrimeLife's Approach to Care and Digitisation



PrimeLife prides itself on treating people like family and avoiding a corporate approach. They sought to move from paper records to eMAR as their first step into digital transformation, recognising that effective medication management is essential for delivering safe, high-quality care and ensuring the well-being of residents.

Medication management is a high-risk area, and using paper MAR charts made it difficult to identify where care delivery might have gone wrong. Oversight, visibility, and transparency are critical.



## Reasons for Implementing eMAR



Enhanced safety



Accurate management information



Learning from data insights



Compliance with Local Authority contractual requirements



Avoidance of communication issues



Increased sustainability through reduced paper use, travel, and time

**We conducted a comprehensive review of eMAR software options and unanimously decided to partner with MED e-care. Their eMAR solution was fit for purpose, offered a robust support and training package, and aligned with our organisational needs.**



# Implementation and Roll-Out of eMAR

Initially, care workers were hesitant and nervous about the change. PrimeLife was mindful that their staff were already dealing with the challenges brought by the pandemic and wanted to ensure they felt supported and heard throughout the eMAR roll-out.

The eMAR was implemented using a 'train the trainer' approach, with extensive support from MED e-care and PrimeLife's roll-out team.



**The MED e-care team was always on hand and tremendously supportive.  
We know they will always help.**

After staff adjusted to the digital transition and realised it was primarily the fear of the unknown, no one wanted to revert to the old system. Feedback on MED e-care's eMAR has been overwhelmingly positive. PrimeLife staff are now fully embracing the digital care environment, with younger staff particularly expecting digital solutions.



# Day-to-Day Operations

Implementing MED e-care's eMAR has provided PrimeLife with far greater visibility over daily operations, enhancing the safety of residents' medication processes and giving care managers more oversight and support.

PrimeLife's medicines manager can now conduct remote audits via MED e-care's eMAR, identifying anomalies or issues in the data and investigating their causes. This has further improved resident safety and care quality, along with back-office efficiency gains.

**The eMAR also provides us with much more management information and supports more sustainable care delivery. With eMAR, we can conduct 3-4 reviews a day without having to travel across the UK to all the homes, which was previously a logistical challenge, not to mention the difficulty of deciphering handwritten records!**



Due to the complex nature of the care PrimeLife delivers, nearly all staff use MED e-care's eMAR. This is why they opted for 24/7 helpline support to ensure their staff are always supported.

**We don't often have issues with MED e-care's eMAR, but having 24/7 support gives everyone peace of mind. It's great that we can email or call, and the MED e-care team is very responsive. Whatever time we need them, they are there.**



# Key Features of the System for PrimeLife



The tMAR feature is beneficial for managing creams, ointments and other topical medication.



The Dashboard is highly useful for both head office and care managers.



The reports provide critical oversight of medication management across all homes.



The announcement function is valuable for highlighting specific and ad-hoc information to staff across operations, with a record of who has seen and acknowledged the information.

## Next Steps

**The next step on our digital journey is care planning. We are continually striving to improve the quality and safety of all our services. We are currently reviewing our options, but it's reassuring to know that MED e-care's eMAR integrates with all of them.**